Motor Vehicle Services
TAILLITE

DECEMBER 1990 VOL. 17 NO. 7 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

COL. PAGANO

DIRECTOR'S MESSAGE

Best wishes for holiday season

As the holiday season approaches, our thoughts should turn to good times and the family gatherings that mark this period. It is sometimes difficult during cutbacks and shortages to redirect your thinking, but considering our experience of the past year, let's look forward to the holidays in a positive way.

We have weathered the storm of controversy that came from shortages past, because as a group we worked together and served the public in keeping with established standards at the division. This is the same approach that we will use in the future, with the understanding that at the end of each year we find a holiday season intended to reveal the positive aspects of life.

Regardless of your faith, the holiday season is a time for family gatherings, a re-dedication to past customs and a look toward goals. While still somewhat new at MVS, I have nonetheless come to find a group of dedicated and effective people working in a friendly atmosphere where team spirit has been preserved.

To all the division I say Happy Holidays from myself and the executive staff, and assure you that our families join in these best wishes. With an understanding of the work we have done together, there is great hope that goals will be met.

Good tidings to all!

Sincerely,

Clinton L. Pagano

Col. Clinton L. Pagano
Director

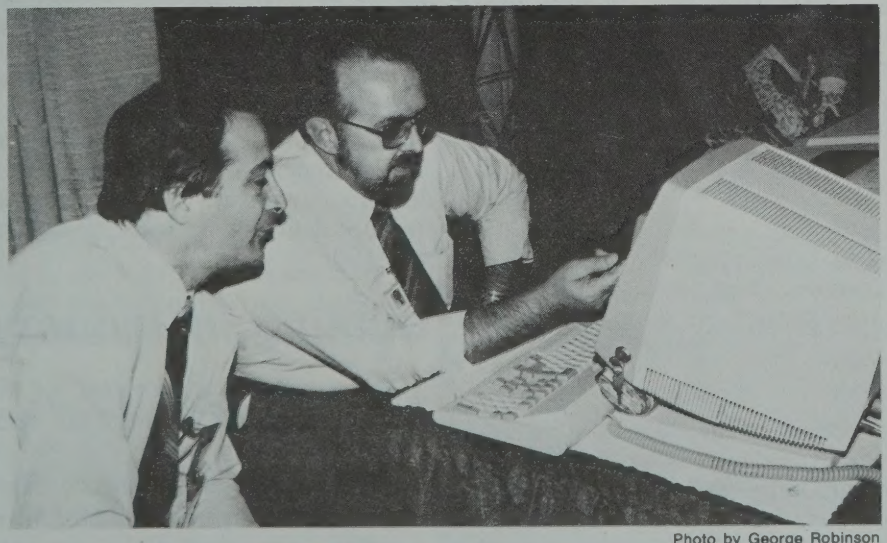


Photo by George Robinson

Meeting our public

Local government people were treated to a little extra "MV customer service" last month at the League of Municipalities Convention in Atlantic City. Motor Vehicles had a booth and two computer terminals set up to provide free driver histories for visitors at the three-day event. Here, Steve Boehm (right), driver improvement analyst 2 in the Court Liaison Unit, helps a motorist review his driving record. Communications Office and Court Liaison people staffed the booth. In addition to the League event, MV also had an exhibit at the New Jersey Education Association convention held in early November.

Photo by Maureen Sczpanski

AND THE WINNER IS . . . *—Judges carefully study the entries at the pumpkin decorating contest held last month in the Revenue Administration Section. Col. Clinton L. Pagano, director, zeroes in for a closer look, as (from left) Betty Ann Burke, Salvatore Marcello (behind Ms. Burke), George Robinson and Eleanor Pacera mark their ballots. When the vote was in, Nancy Coyne took first place with her "pumpkin baby" in the basket, followed by Maryann Piel, second; Bert Knipe, third; Beatrice Maldonado, fourth; Donna Osvai, fifth, and Pamela Harrison, sixth. A total of 11 people entered pumpkins adorned with painted faces, funny wigs and funky clothing. For the judges, it was a tough call.*

Phone directory updated; do you have your copy?

Number, please?

That old greeting from telephone operators of the past has been given a new slant in an updated telephone directory that was recently sent to all employees.

The directory lists numbers, locations and managers/supervisors for each box on the organization chart. It's the first update since January 1989.

Keep it handy, and if you need more copies please contact the Communications Office, CN 164, or call 292-7009. Plans call for keeping and updating this directory on the 5520 word processing system so those with 5520s can do directory look-ups and printouts.

MVS also has a fresh supply of two revised brochures, "Facts about the New Jersey Motor Vehicle Point System and Drunk Driving" and "Insurance Surcharge Facts." Copies are available through the Communications Office at the above address.

THE TALK AT MVS

Arn Schwartz, of the Contract Administration Section, and **Jack Strulowitz,** of the Human Resource/Organization Development Office, received certificates of appreciation from the Department of Law and Public Safety. The awards were presented by Administrator **Thomas J. O'Reilly** for exemplary service as hearing officers. Schwartz and Strulowitz preside over department-level grievance and disciplinary cases brought before the Attorney General's office.

From left: Arn Schwartz, Thomas O'Reilly and Jack Strulowitz.

The Wayne Regional Service Center welcomes back **Jo Ann Clarke,** assistant manager, after her recent medical leave.

✓

Congratulations to **Mary Lou Cammisa,** customer service representative 2 at the Wayne Motor Vehicle Agency, on the birth of her grandson, **Vincent A. Cammisa Jr.** He joins his sister **Maria Danielle,** 2½ years old.

✓

Elbert L. Basley, who worked at the Ridgewood Inspection Station for many years until his retirement in 1971, died October 28. A resident of Hawthorne, he was a member of the Mountain View Masonic Lodge in Wayne and the Farmingdale Grange.

✓

Welcome aboard to **Kenneth Strauch,** safety specialist 2, who has joined the crew at the Manahawkin Inspection Station. He transferred from the Toms River station.

✓

Co-workers at the Manahawkin Inspection Station extend congratulations to **Gregg McAdams** for his new job as supervisor 1 at the Bakers Basin Station.

Dawn C. Coleman, daughter of **Georgia Coleman**, exam technician at the Newark Driver Testing Center, has made the dean's list and is on the honor roll at Johnson C. Smith University in Charlotte, NC.

✓

The Wayne Agency is celebrating the promotions of **Diana J. Baird,** to CSR1; **Catherine Purdy,** to CSR2; and **Valerie Henry,** to CSR2.

✓

Congratulations to **Rocco "Rocky" Ranalli,** manager of the Deptford Regional Service Center, for becoming a grandpa, not once but twice. **Michael Christopher** was born on September 7 to proud parents **Mark and Lisa Ranalli.** Not to be outdone by her brother, Rocky's daughter, **Donna Marie Honyak,** and her husband **Stephen**—barely a week later—marked the birth of their son, **Nicholas Stephen,** on the 16th.

Coming in January

There will be a summary of the division's annual report in next month's Tale Lite.

The report highlights the division's major activities and accomplishments in 1990.

Photo by Scott Jones

Staff members from the Employee Development Section, Data Entry Section and the Facilities Management Bureau gather around the items they collected in Quakerbridge Plaza Building 12A for the troops in the Mideast.

Touch of home for soldiers in Mideast

The soldiers serving in the Middle East will be reminded of home this holiday season, thanks to MVS people working at the Employee Development Section, Data Entry Section and Facilities Management Bureau, in Quakerbridge Plaza Building 12A, and at the Deptford Regional Service Center.

The packages were sent to Saudi Arabia to give "things the soldiers could use," said JoAnn Luzzi, customer service representative 2, who coordinated the collection in Deptford with Regina McPartland, record techician 2.

Two Deptford employees have family members serving in "Operation Desert Shield." CSR4 Michele Haldeman's son and CSR3 Sabrina Melvin's brother are stationed there.

At Quakerbridge Plaza, Principal Training Technician Rudene Vaught's brother is serving in the Middle East. She said the collection was Senior Training Technician Loretta Franco's idea.

The QB packages included toiletry items, insect repellant and Christmas cards that the soldiers can send back to their families. The Deptford collection consisted of fruit juices, batteries, playing cards, games, writing paper and cookies and cakes.

Letters to members of the military serving in Saudi Arabia should be addressed as follows (mail with a 25-cent stamp):

(For Army and Air Force personnel)
ANY SERVICE MEMBER
OPERATION DESERT SHIELD
APO NEW YORK 09848-0006

(For Navy, Marine and Coast Guard personnel)

ANY SERVICE MEMBER
OPERATION DESERT SHIELD
FPO NEW YORK 09866-0006

Two from Toms River serving in Saudi Arabia

Two people from the Toms River Inspection Station have been called to active duty in Saudi Arabia.

Safety Specialist 2 Edward Torcicollo is serving as a sergeant in the Air Force Reserves and Safety Specialist 1 Steven Fleming is with the Marine Reserves.

The staff at Toms River and everyone at Motor Vehicles wish both a safe and speedy return.

THE MAILBAG

The following excerpts from letters to the division complimented MVS people.

Cooperation . . .

I appreciate the cooperation of your division in distributing ocean pollution information to boaters (through registration inserts). It's the perfect opportunity to (tell) New Jersey boaters how to be . . . environmentally responsible.

My special thanks to Richard Stella (Central Services), Carl Caruso (Forms Control, Printing and Duplicating), Michael Rossi (Mail and Courier Services) and Art Smith (Press Office).

Cooperative efforts such as these can substantially improve the quality of life for residents of the Garden State.

Wendy Kaczerski

Competent . . .

Michael La Rossa (driver improvement analyst 2) conducted the most competent hearing that I ever attended. It is a pleasure to attend such a hearing where nothing is predetermined before the hearing started. I commend Mr. La Rossa on his professionalism

Charles J. Girard
Vineland

Outstanding . . .

Titles for a 1928 Chevy, a 1931 model A coupe and a 1978 Chevy pickup were stolen from my home. I didn't know what to do, so I went to the Vineland Motor Vehicle Agency. I got the title for the pickup but not for the 1928 and 1931 vehicles.

Salvatore Lovecchio devoted a lot of time and effort in helping me. He found the title for the 1928 Chevy. What an excellent and outstanding agent . . .

Enis W. Grey
Dorothy

Compliments . . .

My compliments to the Matawan Motor Vehicle Agency and special thanks to Ann Peleggi and Elaine Coates (agency assistants), who made this visit to a government agency a very pleasant one.

Joseph Sheppard
Aberdeen

The big picture: 26 states already issuing CDLs

How does testing for the commerical driver license (CDL) in New Jersey compare with what other states are doing?

As Motor Vehicle Services resumed group testing of commercial drivers on November 19, 26 states were already issuing the CDLs. Others were still having problems meeting the federal mandate to license commercial drivers by the April 1, 1992 deadline.

A common thread running through most of the states is a low turnout of existing drivers, possibly because of a general fear of the test.

Besides overcoming the reluctance of drivers to come in to take the CDL test, many states still haven't converted from the old paper system for testing. And those that have computers must make their system compatible with the national computer system known as the Commercial Driver License Information System (CDLIS), set up for CDL. This can be an expensive undertaking, compounded by the budget crunches many states are having.

Before issuing a CDL, a state must first check through CDLIS to make sure the applicant doesn't have a license in another state. CDLIS also helps MVS check whether the applicant has a disqualifying offense on his or her driver record that would prevent issuing a CDL. Like many other states, New Jersey is not yet connected with CDLIS.

New York is attempting to meet the new federal licensing requirements for truck and bus drivers by mailing "take-home" tests with manuals containing all the answers to its 560,000 commercial drivers.

Here's a list of the 26 states issuing CDLs:

Alabama, Arizona, Arkansas, California, Delaware, Georgia, Idaho, Illinois, Indiana, Iowa, Maryland, Michigan, Minnesota, Montana, Nebraska, New Hampshire, North Carolina, North Dakota, Ohio, Oregon, South Carolina, Tennessee, Texas, Utah, Virgina and Washington.

Governor signs CDL legislation

Motor Vehicle Services moved a step closer to issuing commercial driver licenses when Governor Jim Florio signed CDL legislation on November 9.

The legislation, which brings the state into compliance with the Commerical Motor Vehicle Act of 1986, passed the Assembly October 4 and the Senate October 11.

The federal legislation creates minimum testing standards for the knowledge and skill areas. Automated CDL knowledge tests have been ongoing since mid-October at most of the 15 planned test sites. Skills testing will begin at MVS sites on January 2.

The act sets penalties for offenses ranging from suspension of driving privileges for 60 days (for driving 15 miles an hour over the speed limit) to suspension for life (for using a commercial vehicle in the commission of a felony involving drugs).

Photo by George Robinson

***SOMETHING TO BUILD ON**—This is a bird's-eye view of the site of Motor Vehicles' future central office building in Trenton. Foundations are being laid and grading is being done for our building and the new post office. The NJ Network headquarters also will occupy the site. Completion of the MV building is expected in late 1992. The photo was taken from the 7th floor window of the present central office building, looking across S. Montgomery St. toward E. State St.*

Bob Grill will spin 'Wheel of Fortune'

Fortune has smiled on Robert Grill, of the Technical Support Unit—television's "Wheel of Fortune," that is.

Grill, supervisor of motor vehicle agencies, has been notified by producers of the popular game show that he's been chosen as a contestant. He expects to tape the show in Los Angeles in the spring, which means his friends at MVS will see him on TV in June or July.

Grill's chance at fame (and fortune) came after his wife, Susan, saw a show segment about a contestant search and submitted his name.

Then he received a phone call inviting him to an interview in New York on October 25. The interview turned out to include a series of practice puzzles that he was required to solve. After three hours of playing sample games, he was picked as one of 24 potential contestants (out of 175 who were trying out).

Cutting MV paper trail a big job for Imaging Center

by Edyth Hetman

Motor Vehicle Services' paper trail would be a long one if it weren't for the Imaging Systems Center (ISC) on the fifth floor of 25 S. Montgomery St.

Headed by Joseph Polizzi, manager 3, the section microfilms all of the division's licenses, registrations, titles, advisory notices, scheduled suspensions and suspension notices so they can be retrieved as they're needed. (The section's former name was the PRIME Unit.) Microfilming and indexing functions are also performed in the basement of 137 E. State St.

Polizzi said a 5 p.m. to 1 a.m. shift of nine people was created in November to reduce dependency and the costs of outside vendor processing. There are 29 people working the regular day shift at the center.

For example, if a customer complains about being charged for driving without a valid license, MVS can call up the notice of suspension document and the back-up information (such as a cancelled envelope) from the Information Update and Retrieval Bureau. This area gets the microfilm from the ISC. The paper copy produced from the microfilm is MVS's back-up to the information on the comprehensive system and verifies the suspension to the customer.

Photo by Maureen Sczpanski

Tajwer A. Shaikh films and indexes suspension notices on the Kodak IMAGELINK so the documents can be retrieved on microfilm.

Three separate microfilming systems are at work in the ISC.

Will Stamm, supervisor 3 in charge of the production processing of the 25 million-plus MVS documents microfilmed annually, explained that the three separate microfilming systems that operate in ISC are:

- A data entry system that uses the microimage terminals. Documents are run through a microfilm camera and the information is enterd by a data entry person in the ISC area. One operator can complete about 600 documents daily.
- The INPUT 80 system that scans and microfilms anywhere from 20,000 to 30,000 documents each day. This information is also sent on magnetic tape from the TARTAN computer to the PRIME computer to be stored on disk.
- Kodak IMAGELINK, new to MVS and on loan from the Kodak Business Imaging Systems, a division of Eastman Kodak Co. The new system is a pilot project for the Imaging Systems Center to try to reduce vendor microfilm processing. "Although the Imaging Systems Center name sounds like the machine's name," commented Polizzi, "it's not intentional that the names are so similar."

Used with a host computer system, the IMAGELINK scanner quickly and accurately captures printed characters, handwritten text and graphics on microfilm while indexing the information. The operation is simple and can be set up in an office, rather than a computer room. Here's how it works.

One employee sets up the IMAGELINK with a new roll of film; another employee is stationed at the PC to correct any microfilming errors. The lead document and the back-up document (the order of suspension and the envelope) are fed through the IMAGELINK machine. "One roll of film can hold up to 1,000 indexed documents and 1,000 back-up documents," Peter Ryan, administrative analyst 2, said. "We can feed different size documents into this machine like an 8½x11-inch sheet of paper and a legal size envelope. The INPUT 80 system can't process these drastic differences in size."

The IMAGELINK can process 50 documents with back-up in eight minutes, compared to the 35 to 40 minutes it would take to data enter the same batch. But the machine is not perfect, and occasionally there is an error.

"It's easy to correct errors," explained Eva Samachson, senior MIS technician. "Errors occur when the film scanner can't read a key field, such as a DL number, event or an event date because of marks, folds and stamps over the key field. To correct them, we use the edit mode and replace the unrecognized characters."

After documents are indexed and microfilmed, and corrected if necessary, they can be stored on disk in the PRIME computer system.

To complete the cycle, the film must be developed so they can be sent to the Information Retrieval Bureau. The Imaging Systems Center handles that job too. Jim Williams, support services representative 2, is in charge of processing all of the microfilm that has been filmed in house. The numbers are great: up to 20 rolls of film with 75,000 to 100,000 images are processsed daily.

So the next time you see stacks of microfilm or request a document from the microfilm records, you can be assured that the Imaging Systems Center is working to put the right document in your hands when you need it.

Reaching out and keeping in touch with retirees

A committee will be formed in early 1991 to keep Motor Vehicle retirees a part of the MV family. The retirees' committee will inform former employees about division activities and personnel benefits available to them.

Ed Besko, manager of the Employee Services Section, is compiling a list of retired MV people who may want to serve on the committee.

Information will be sent to former employees about such activities as trips, social affairs, picnics and holiday parties, group meetings and benefit plans. A newsletter is also being considered.

Col. Clinton L. Pagano, director, has invited recent retirees to his office for informal chats, during which he thanks them for their years of service.

The first retirees to meet with the director were:

- **Marjorie Bartlett** retired October 1 after 19 years. She was a support services representative 1 in Business License Compliance. During her career she worked in the Refund Unit and in Special Plates.
- **Rudolph Gedat** retired November 11 after 21 years. He was supervisor 1 at the Lodi Inspection Station. In his career, he worked at stations in Jersey City, Union, Newark and East Orange.
- **Joseph Hennessy** retired November 1 after 34 years as a safety specialist 2. Most of his career was spent at the Rahway Inspection Station.
- **Janet M. Irby** retired October 1 after four years as a support services representative 2 at the Southern Regional Services Office in Berlin.

JANET IRBY RUDOLPH GEDAT

(Photos of other retirees unavailable)

Anyone planning to retire soon who wants to become part of the retiree program should call the Employee Services Section at (609) 292-6161.

Personnel tips

by Ed Besko

Look on your bulletin board for the posted notice explaining the Conscientious Protection Act. Any employee who has information about or wants to discuss any division activity, policy or practice that is in violation of law, rule or regulation should submit a complete written report addressed personal and confidential to Edward Besko, Employee Services, CN 168.

* * *

Don't forget to update your college record. To be sure the Personnel Management Bureau has your correct degree status (associate, bachelor's, master's and doctorate) on file, you should submit a brief memo to William Bennett, manager, at CN 168.

* * *

Read your pay check stubs to be sure that proper deductions are being made for health and dental benefits.

* * *

To change your beneficiary for pension and state life insurance benefits, field employees should contact their assigned personnel assistant, and central office employees should contact Linda Finigan in Personnel Management.

Photo by George Robinson

***SMOKEOUT REMINDER**—MV Health Office nurses (from left) Nelda Pearce, Connie Farina and Jessie Timm pose at the Great American Smokeout display in the lobby of 25 S. Montgomery St. to remind employees of the division's Freshstart Quit Smoking program. Those who want to sign up for the program can call their office at 292-4440.*

Nelda Pearce joins MVS Health Office

Nelda Pearce, R.N., has joined the MVS Health Office as clinic nurse-field specialist. She will coordinate health screening programs at field facilities.

Jesse C. Timm, R.N., has been named senior clinic nurse, succeeding Sara Ammirata, who retired January 1.

Pearce managed a neurologist's office in Princeton for five years. Before that she was head nurse in the coronary and intensive care units of Mercer Medical Center, Arlington (TX) Memorial Hospital and Bass Memorial Hospital in Enid, OK.

She holds an associate's degree in nursing from Northern Oklahoma College in Tonkawa.

PROFILE

Aurora "Gigi" Abatto

Job Description: Supervises five people in the Payroll and Records Section, Bureau of Personnel Management. Responsible for processing timesheets and pension papers, setting up new employee files and handling probationary reports and medical leaves . . . just to name a *few* things.

MVS History: Started with the division in 1959 as a clerk typist in procurement and fiscal control. In 1971, she was rehired by the division as an audit account clerk, a job she held for nine years before moving to personnel.

Favorite Book: *"The Godfather* . . . because it's fast moving and action-packed."

Hobbies: Camping and surf fishing. "I started surf fishing at Island Beach State Park this summer and I love it. I haven't caught much yet, but I'm still learning."

Residence: Villa Park section of Trenton. "I've been in the same house since I was a year old. It has a large garden, which I love."

Education: Trenton Central High School. "I started with MV right after graduation."

Children: Her son, Anthony, is 26 and her daughter, Dawn Marie, is 23.

Favorite Sports: Baseball and football. "I'm a Phillies fan all around. The best football game I ever saw was the Giants against the Eagles . . . and the Eagles won."

Why She's Called Gigi: "My grandmother's name was Gigita, and everyone called me Gigi. My dad passed the nickname on to me."

Wayward application wends its way home

This is a story about the number 13.

Whether you think that's lucky or unlucky, it brought a chuckle to the staff at the Motor Carriers Unit, in Quakerbridge Plaza.

William Jackson, supervisor, said his unit mailed an application to register a vehicle to a driver in Salt Lake City on April 13, 1977. The postage was 13 cents. Thirteen years later, the post office in Utah returned the envelope stamped "address unknown."

It got back to Motor Carriers on November 19, 1990. "The envelope was a little dirty, but not too wrinkled," Jackson said.

Any way you look at it, that's a long time to try to find a customer before giving up the search.

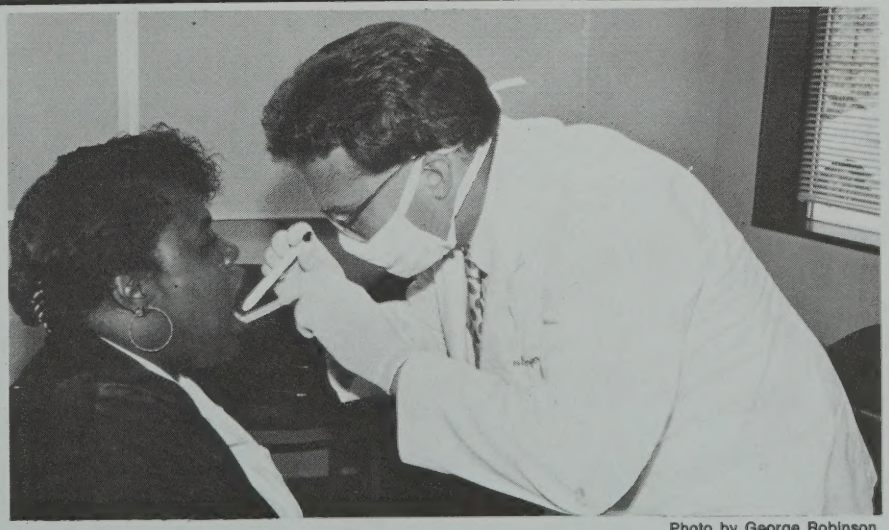


Photo by George Robinson

OPEN WIDE—Cheryl Tobin, support services representative 2 in the Telephone Center, is checked for symptoms of oral cancer by Dr. James R. Lozier. She was one of 74 MVS employees who took advantage of free cancer screenings last month at QB11A and the Trenton Regional Service Center. The program was sponsored by the American Cancer Society, the New Jersey Dental Association and the MVS Health Office.

What's cooking: a perfect dessert for your holiday dinner

Among Barbara Louis' regular duties is dispensing the paychecks. Because the holidays are here, she's agreed to also give out the secret of her pumpkin walnut cheesecake. She says it's one of the two favorite things she does in the kitchen (the other is making chocolate chip cookies).

"I just like to bake, but I don't eat it," said Barbara, a 19-year veteran of MVS who is technical assistant personnel in the Personnel Management Bureau.

Thanks, Barbara, for suggesting the perfect dessert to our holiday dinner. *Tale Lite* is looking for recipes, so anyone having a favorite can send it to CN 164, along with his/her name and phone number. We'll publish it (and also sample it if given the chance).

BARBARA LOUIS

PUMPKIN WALNUT CHEESECAKE

CRUST

1 package (6 oz.) Zwieback crackers, crushed (1½ cups)
¼ cup granulated sugar
6 tablespoons melted butter

Blend Zwieback crumbs, ¼ cup sugar and the melted butter in a medium sized bowl. Press firmly over the bottom and up the sides of a 9" spring form pan. CHILL.

FILLING

3 packages (8 oz.) cream cheese
¾ cup firmly packed light brown sugar
¾ cup granulated sugar
5 eggs
1 can (16 oz.) pumpkin
1¾ teaspoon pumpkin pie spice
¼ cup heavy cream

Beat cream cheese in large bowl at medium speed until smooth, add sugars gradually, beating until blended. Beat in eggs one at a time until mixture is light and fluffy, beat in pumpkin, pumkin pie spice and heavy cream at low speed. Pour into prepared pan.

Bake in slow oven (325) for 1 hour and 35 minutes. Remove cake from oven and sprinkle with walnut topping, then bake an additional 10 minutes. Cool cake on wire rack, refrigerate several hours before serving.

WALNUT TOPPING

6 tablespoons softened butter
1 cup firmly packed light brown sugar
1 cup chopped walnuts

Combine all ingredients in small bowl until mixture is crumbly. Sprinkle on top of cheesecake after baking it in oven for 1 hour and 35 minutes. Return to oven and bake for another 10 minutes.

Remember when . . . six years ago in *Tale Lite*

December 1984

Cora Sue Villane (Santopietro) and Ron Fuydal picked the same four out of six winning numbers in the Pick Six lottery on the same day (October 11).

Each won $112 by choosing numbers 1, 2, 3 and 38. Both missed the fifth winning number by only one digit. Each picked number 33 instead of the winning 34. They bought their tickets in two different places and didn't talk to each other beforehand.

* * *

November 1984

Helen Zalis won $50,000 in the New Jersey instant lottery. She had asked her secretary, Lynn Cerenzio, to buy five tickets, and one of them put her into the big bucks. "I may be harder to live with," she joked.

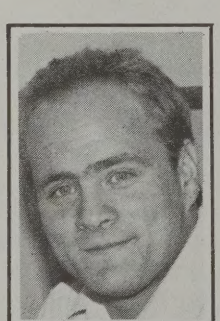
TALE LITE

State of New Jersey
Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Col. Clinton L. Pagano
Director

Tale Lite is printed monthly for people like John Micai, safety specialist 1 in the Cherry Hill CDL Test Center, as a forum for information, ideas, comments and concerns.



Employees are invited to share their stories, opinions and anecdotes by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 7th floor, 25 S. Montgomery St.

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